

Job Title:	Manager, Privacy and Information Management	Job Level:	Manager
Division/Department:	Information Technology	Job Band:	6
Supervisor Title:	Director, IT Business Services	Supervisor Job #:	1670

ORGANIZATIONAL DESCRIPTION

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

JOB OVERVIEW

The Manager, Privacy and Information Management ("Manager"), reporting to the Director, IT Business Services, plays a pivotal leadership role at BC Transit, harmonizing the intricacies of technology, privacy, and records management. Beyond just ensuring compliance, this role is about charting BC Transit's course in an era where records management and privacy protection are cornerstones. Entrusted with the leadership of a dedicated team, the Manager guarantees that the team consistently aligns with organizational goals, industry benchmarks and emerging best practices.

BC Transit adopts a progressive approach to privacy and records, requiring the manager to combine strategic vision with hands-on diligence. This role is responsible for continuous improvement of record-keeping methods, handling Freedom of Information requests, and ensuring transparency in meeting obligations. As the Manager you are responsible for all aspects of BC Transit's compliance with the Freedom of Information and Protection of Privacy ("FOIPPA") and the Information Management Act ("IMA").

As the lead for privacy and records management, the Manager interacts with many stakeholders, conveying our strategies, overseeing operational performance, and promoting collaboration across teams. Given the growing focus on information transparency and security, the Manager champions a culture where efficient records management and privacy are central to BC Transit's mission and operations.

ACCOUNTABILITIES
Leadership & Team Development:

- Lead, mentor, and develop a high-performing team, fostering a culture of excellence, innovation, coaching, and continuous learning, ensuring their professional growth and alignment with BC Transit's goals.
- Facilitate opportunities for team training and development, ensuring the team remains updated on the latest trends, tools, and best practices in the field.
- Oversee privacy and information management budgets, contracts, and initiatives, ensuring cost-effective deployment of resources.
- Develop business cases and project proposals for privacy and information management related needs, whether technology, consulting, auditing, or other initiatives.

Program Establishment, Management, and Reporting:

- Develop, implement, and lead comprehensive programs, policies, and activities that guide BC Transit's privacy and information management standards and practices.

- Ensure BC Transit has robust incident management plans that are tested and updated regularly.
- Establish and monitor key performance indicators (KPIs) to evaluate the effectiveness and impact of the information management and privacy programs, reporting on program performance to ensure transparency and alignment with organizational goals.
- Conduct maturity assessments of existing processes and practices, identifying areas of improvement and potential risks, developing and execute plans to mature program areas, ensuring continuous evolution and alignment with industry best practices.

Privacy:

- Manage the processing of Freedom of Information (FOI) requests, coordinating with relevant departments to ensure timely, accurate, and compliant responses and necessary documentation.
- Provide guidance on FOI request interpretations, exceptions, and potential challenges.
- Lead and oversee Privacy Impact Assessments (PIAs) for new and existing projects, collaborating with technical and business teams to understand potential privacy implications, identify risks, develop mitigations, and ensure compliance with both regulatory standards and BC Transit's internal objectives.
- Implement continuous improvements to the PIA process, ensuring it remains robust and up to date with evolving privacy practices and regulations.
- Lead response efforts for privacy breaches, including investigation, remediation, and reporting.

Information and Knowledge Management

- Align BC Transit's information practices with IMA regulations, manage records throughout their lifecycle—from retention to archival and secure destruction—and establish frameworks for information classification, categorization, and a taxonomy for efficient data organization and retrieval.
- Lead initiatives to develop and refine knowledge management tools, collaborating with technology teams to enhance organizational search capabilities and adopt platforms for effective knowledge sharing and accessibility.

Technology:

- Collaborate closely with technology and data teams to formulate and uphold technical standards designed to protect personal and corporate information.
- Perform regular audits of systems and processes to ensure compliance with both internal policies and external regulations, including FOIPPA and IMA.
- In collaboration with technical teams, establish and maintain technology solutions that automate and support privacy and records compliance activities and compliance within IT platforms.
- Regularly review and assess emerging technologies that can further enhance BC Transit's privacy and information management posture.
- Advise procurement, business, and technology teams on privacy requirements, review responses from vendors to ensure compliance with both FOIPPA and IMA needs, and establish standards to streamline evaluations.
- Develop and implement strategies that address the unique challenges of information management in a distributed workplace with a variety of tools.

Training & Development:

- Design and deliver regular training for staff to raise awareness and understanding of privacy protocols and information management standards.

- Stay abreast of regional, national, and global developments in privacy protection and information management, ensuring BC Transit's practices and training materials remain current.

Stakeholder Management:

- Act as BC Transit's primary point of contact for privacy and information management inquiries, both internally and externally.
- Liaise with regulators, government bodies, and other stakeholders to ensure BC Transit's practices are both transparent and compliant.
- Build strong relationships with internal stakeholders across departments and external partners, ensuring that the Privacy and Information Management strategy aligns with overall business goals.
- Champion a culture of excellence in privacy and records management, instilling best practices across all organizational departments.

QUALIFICATIONS**EDUCATION**

- Bachelor's degree in information management, Computer Science, Law, or a related field or equivalent combination of education, training, and experience is required.
- Certification as a privacy professional (PACC (AAPP, CAPP, MAPP) or IAPP (CIPP, CIPM, CIPT) certification) is strongly desired.
- Certification or training in information or records management is strongly desired.
- Certifications in technical fields (e.g., SharePoint, M365, Azure, Microsoft, AWS) is considered an asset.
- Leadership, Change Management or Communications certificates or designations is considered an asset.

EXPERIENCE

- 3+ years of progressive management experience leading a multi-disciplinary team and overseeing subject matter experts, preferably in a unionized environment.
- 5+ years' experience in privacy or records management roles, with preference for experience in public sector organizations.
- Proven understanding of FOIPPA, IMA, ARCS, ORCS, and other relevant regulations.
- Demonstrated experience establishing privacy and information management programs.
- Experience with conducting Freedom of Information requests and Privacy Impact Assessments, including responding to privacy commission officials.
- Experience implementing information management / records management tools and technologies in a diverse technical environment, including SharePoint, Microsoft Teams, and M365
- Proven aptitude at integrating technology and automation solutions into privacy and records management processes.